



CR251 – Instrument Panel Software Update Panigale V2 Model Year 2020-2023

Safety Recall Campaign SRV-RCL-23-003

Date: May 30, 2023
To: Dealer Principal, General Manager, Service Manager, North American Dealer Network
From: Richard Kenton, Technical Director
Dan Schwartz, Service Area Manager

Dear Dealers,

Due to an error in the calibration of the instrument panel photodiode that controls activation and deactivation in automatic mode of the DRL (and consequent switching on and off of the low beam headlight), unwanted switching of the headlight from low beam to DRL mode may occur, with the potential risk of low beam deactivation when riding at night.

A new version of instrument panel software has been released, which correctly calibrates the photodiode function, preventing the condition described above.

The new instrument panel software is 1507_DSB_S029.



NOTE

If during the update the vehicle turns out to be already updated, we ask you to anyway submit the WCRC CR251 warranty in order to certify that the instrument panel software has been updated.



NOTE

This defect only occurs in Panigale V2 model, country version with DRL (Daytime Running Lights), therefore CDN, CHN and JPN country versions MY20-21 only where the DRL is not provided are excluded.



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Application

You can find the precise list of VIN numbers involved in CR251 on the DCS, in sections:

VIN HISTORY		It is possible to search by individual frame number.
CAMPAIGNS		It is possible to search for all the frame numbers that you received from Ducati Motor Holding.

Client Impact

All motorcycles in your inventory (to be registered or already registered) and to be delivered to final Clients must be updated during pre-delivery operations and always before delivery to the final Clients. All motorcycles already delivered to final Clients must undergo this inspection as soon as they come to your workshop.

All final Customers will be contacted concerning the service provided under this Safety Recall Campaign.



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Parts Distribution

No spare parts are required.

Warranty Reimbursement Rules

Reimbursement for work associated with this Safety Recall Campaign will be made through the regular warranty claim procedure using the “**Vehicle History**” section of the DCS.

The warranty claim is pre-filled and is identified as **CR251**.

The Dealer shall be reimbursed for a labor time of **12 minutes (2 LU)** which includes the time necessary for:

- Vehicle reception
- Carrying out the instrument panel software update (requires 2 to 3 minutes)
- The time for filling in the warranty claim
- Soft cleaning of the vehicle

Service Solution

1. Connect the workshop power supply unit to the vehicle diagnostic port.
2. Connect the DDS 3.0 diagnosis instrument and automatically identify the model by selecting item "Identify model".
3. A **Global Scan** will be suggested; perform the Global Scan, then the instrument panel software update will be suggested. Additional software updates for other control units will be suggested, if available.

Press "OK" to confirm/install.

4. The suggested software name is: **1507_DSB_S029**.



NOTE

If the instrument panel control unit is already equipped with the new software, the DDS3.0 will not auto suggest the update.

5. Perform a Global Scan, make sure that the instrument panel software has been installed and check that there are no errors.
6. Disconnect the vehicle from the DDS3.0 and the workshop power supply unit.



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Campaign Authorization

Ducati North America, Inc. will mail a notification letter to all known owners. If a customer does not present this notification letter, it is important that you confirm the eligibility for recall status on the DCS before you commence work. Reimbursement requests for duplicate recall campaign repairs will not be accepted.

Dealer Obligation

This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask that you take prompt and courteous action in accordance with these directives. Please provide a copy of this communication to every person in your dealership who has recall-related responsibilities. Please direct any questions or concerns to your Service Area Manager.

Thank you for your cooperation.

Service Department
Ducati North America, Inc.

For questions on this Workshop Campaign,
please contact your Service Area Manager.



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IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN XXXXXXXXXXXXXXXXXXXX

[NHTSA Recall No. 23V377](#)

Date

Client Name

Client Address

City, St, Zip Code

Subject:

Ducati Motorcycle: Panigale V2 Model Year 2020 – 2023

NHTSA Campaign I.D. Number: [23V377](#)

Dealer Bulletin: SRV-RCL-23-003

Dear Ducati Owner,

This notice is sent to you in accordance with the requirements of the U.S. National Traffic and Motor Vehicle Safety Act. Ducati Motor Holding S.P.A. has decided that a potential defect which relates to the calibration of the instrument panel exists in Panigale V2 Model Year 2020 – 2023. Our records indicate that you are the owner of a Ducati motorcycle affected by this safety recall campaign. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating properly.

It is necessary to have a new version of the instrument panel software installed on your motorcycle. There is potential risk of low beam deactivation when riding at night due to an error in the calibration of the instrument panel photodiode that controls activation and deactivation of the DRL in automatic mode. This condition can create an unwanted switching of the headlight from low beam to DRL mode. Carrying out the instrument panel software update can be easily performed by your Ducati Service Dealer.

You are invited to contact your Ducati Service Dealer as soon as possible to make an appointment to carry out the installation of the new version of the instrument panel software, which is completely free of charge and will take maximum 30 minutes. You can still continue to use your motorcycle to reach your Ducati Service Dealer, do not ride at night or in low light conditions.



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During this recall, your Ducati Service Dealer shall also check whether it is necessary to make further interventions in order to keep your motorcycle updated, both at the mechanical and electronic level; in this case, it might be necessary for the workshop to keep your motorcycle for a longer period of time. To locate your nearest authorized Ducati dealer, please go to www.ducati.com, and select the “dealer locator” or you may call toll free from the U.S. 1-888-391-5446.

Federal regulations require that any lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

Service Problem Help:

If you believe that your dealer has failed or is unable to remedy the defect without charge, or within a reasonable period of time, please contact Ducati North America Customer Care at 1 (888) 391-5446.

If you still cannot obtain satisfaction, you may submit a written complaint to:

For USA Customers:

If you are still having difficulty getting your vehicle repaired in a reasonable time or without charge, you may write the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. S.E., Washington, D.C. 20590

Or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY 1- 800-424-9153), or go to www.nhtsa.gov.

TREAD ACT CUSTOMER REIMBURSEMENT PLAN

If you have paid for the repair described in the attached letter, and you would like to be considered for reimbursement, please contact your authorized Ducati dealer. Expenses from repair facilities outside of the authorized Ducati dealer network will be considered; however, the procedure must meet Ducati North America’s standards.

Your authorized Ducati retailer will request a copy of your owner notification letter, as well as, a copy of your previously paid invoice. They will inspect the vehicle, if still in your possession, prior to submitting a claim on your behalf to Ducati North America, Inc. for reimbursement.

Only a repair involving this safety recall campaign is reimbursable.



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We recommend that your authorized Ducati dealer be your primary contact on this issue. We anticipate that your authorized Ducati dealer will be able to answer any questions that you may have regarding your qualifications for reimbursement of a previous repair; additionally, our Client Care Dept. may be contacted at 888-391-5446 for any special assistance required.

What if you no longer own the vehicle?

If you no longer own the vehicle, please e-mail your change of ownership information to Contact_Us@ducati.com or contact Ducati North America Client Care at 1 (888) 391-5446.

We regret any inconvenience to you from this action; however, your safety and satisfaction are important to us.

Sincerely,

Richard Kenton
Technical Director – Ducati North America